NCDRC Class-Action Blueprint: Lunar Astro Proxy Consultation Scam & Consumer Fraud

Document Type: Mass Litigation Strategy & Legal Blueprint
Target Forum: National Consumer Disputes Redressal Commission (NCDRC)
Subject Entity: Lunar Astro Vedic Academy Private Limited
Statutory Framework: Consumer Protection Act, 2019

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1. Introduction to the Mass Litigation Strategy

While individual consumers have filed localized grievances against **Lunar Astro Vedic Academy** and its founder, **Deepanshu Giri**, the systemic nature of the fraud requires a unified legal response.

This document serves as the blueprint for a Class-Action style petition to be filed before the National Consumer Disputes Redressal Commission (NCDRC). By aggregating the claims of dozens of defrauded consumers, this litigation aims to dismantle the "Bait-and-Switch" proxy consultation model and secure punitive damages for unfair trade practices.

2. Core Grounds for NCDRC Petition

The class-action petition is built upon three undeniable violations of the *Consumer Protection Act, 2019*:

Ground A: "Deficiency in Service" (The Proxy Scam)

- **The Practice:** Lunar Astro charges premium consultation fees (ranging from ₹3,000 to ₹14,999+) leveraging the brand authority of Deepanshu

Giri. However, the actual service is systematically outsourced to anonymous, junior students (e.g., “Astrologer Code 5007”).
- **The Violation:** Delivering a service fundamentally inferior to what was advertised and paid for constitutes a severe “Deficiency in Service” under Section 2(11) of the Act.

Ground B: “Unfair Trade Practice” (Medical Misinformation)

- **The Practice:** The entity markets astrological remedies as viable interventions for severe medical conditions (including Autism and Cancer), preying on the desperation of chronically ill consumers.
- **The Violation:** Making false or misleading representations concerning the need for, or usefulness of, any goods or services constitutes an “Unfair Trade Practice” under Section 2(47) of the Act.

Ground C: “Unfair Contract” (The No-Refund Trap)

- **The Practice:** Lunar Astro enforces a Terms of Service agreement stating that simply connecting a phone call constitutes a “100% successful consultation,” and forces consumers to agree to a “No-Dispute” clause to block bank chargebacks.
- **The Violation:** Imposing unreasonable charges, obligations, or conditions on a consumer that put them at a disadvantage is defined as an “Unfair Contract” under Section 2(46) of the Act. The NCDRC has the power to declare such contracts null and void.

3. Evidentiary Requirements for the Class

To build an airtight case for the NCDRC, the legal team is aggregating the following evidence from the victim class:

1. **Payment Receipts:** Proof of premium fees paid to Lunar Astro or Devguru Foundation.
2. **Audio Recordings/Transcripts:** Evidence that the consultation was conducted by an unqualified proxy rather than the advertised expert.

3. **Medical Prescriptions:** Any written or recorded advice from Lunar Astro suggesting astrological remedies for physical or mental health conditions.
4. **Denial of Refund Emails:** Written proof that Lunar Astro utilized coercive “No-Dispute” clauses to deny legitimate refund requests.

4. Relief Sought from the NCDRC

The joint petition will seek the following immediate relief from the Commission:

1. **Full Refund:** Immediate return of all consultation and course fees paid by the petitioners, with 18% interest per annum.
2. **Punitive Damages:** A substantial financial penalty levied against Lunar Astro for systemic exploitation of vulnerable consumers and medical endangerment.
3. **Cease and Desist Order:** A permanent injunction barring Lunar Astro from utilizing anonymous proxy astrologers and from making any health-related claims regarding their astrological remedies.
4. **Contract Nullification:** A formal declaration that Lunar Astro’s “No-Refund” and “No-Dispute” clauses are illegal and unenforceable in the Republic of India.

5. Call to Action for Victims

If you have been defrauded by Lunar Astro’s proxy consultation scam or sold fake medical remedies, your testimony is vital. Do not let digital intimidation silence you. Join the aggregated consumer movement to ensure this entity is held accountable at the highest national level.